

Amtrak taps 10 million online bookings through NetDespatch

Marlow, UK, 28 February 2008 - Amtrak and NetDespatch are celebrating after reaching a landmark 10 million online bookings. Amtrak customer taps4less.com reached the milestone while booking its daily shipments of bathroom supplies, to be delivered by Amtrak on a next day service nationwide.

Amtrak's business has been revolutionised by its Online Collections, Despatch and International services supplied by 'Software as a Service' specialist NetDespatch. Like many other Amtrak customers, taps4less.com benefits from a fully electronic system for booking, pre-labelling and tracking. Taps4less.com ships tens of thousands of parcels a year, and the NetDespatch Velocity service has proved vital to optimising its business by eliminating the keying in of shipments, cutting out virtually all paperwork and transcription errors.

"The NetDespatch service attracted us to Amtrak as we realised we could streamline the whole operation and expand freely. In fact our whole business model relies on the efficiency provided by this web technology and we now could not operate without NetDespatch," says Brendan Mulvihill, Joint Managing Director of taps4less.com.

One of the biggest benefits brought to Amtrak by NetDespatch is the ease with which their customers can link their order processing and warehouse systems to the NetDespatch servers via the Internet. When taps4less.com found it could integrate so easily, the company immediately connected its own sales ordering system, so that order details only need to be entered once; usually by the customer online.

"The seamless flow of information from order to delivery is crucial for meeting the customer service levels that we have set. Little touches like the automated e-mails telling customers that their goods have been despatched are a real bonus," says Brendan Mulvihill. "And the up to date tracking and extra management information provided from our NetDespatch login is also really useful for quickly resolving customer enquiries," he continues.

"Reaching 10 million online bookings is a real landmark. Our customers are always very enthusiastic about Online Despatch and also Connector, our easy web integration tool. We can thank NetDespatch for all their innovation and hard work delivering what is a clear market leader in online technology," comments Gerry Ruffell, Commercial Director of Amtrak.

Further information and photos, please contact Robert Peel, tel: +44 (0)1666 823306

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